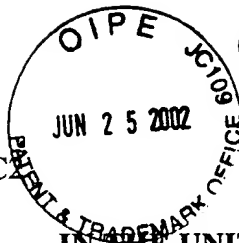


ASTRP.235RC



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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Charles D. Lanier, et al.) Group Art Unit: 2122
Appl. No. : 09/375,867)
Filed : August 17, 1999)
For : INTELLIGENT HELP)
SYSTEM)
Examiner : Todd Ingberg)

AMENDMENT IN RESPONSE TO DECEMBER 31, 2001 OFFICE ACTION

RECEIVED

JUL 03 2002

Technology Center 2100

United States Patent and Trademark office
PO Box 2327
Arlington, VA 22202

Dear Sir:

In response to the December 31, 2001 Office Action, please amend the above-identified application as follows:

IN THE CLAIMS:

Please cancel Claim 34. Please amend the claims as follows

26. (Added and Twice Amended) In a computer system, a method for selecting help messages for aiding a user of a computer program comprising the steps of:

- storing a help information database;
- monitoring a series of user-directed events from an input device;
- generating data indicating said series of use-directed events;
- storing said generated data in a knowledge base;
- testing said generated data against stored data, said stored data stored for the purpose of analyzing said generated data to determine appropriate help information;
- storing a plurality of rules for analyzing said generated data to determine appropriate help information; and